REQUEST FOR PROPOSAL

For Selection of

PROJECT MONITORING CONSULTANT

for the

Comprehensive Smart Ticketing Solution Project

Tender No: BMTC/2026-27/SE1287.

Bengaluru Metropolitan Transport Corporation (BMTC)

Government of Karnataka

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Disclaimer

This RFP document is neither an agreement nor an offer by the Bengaluru Metropolitan Transport Corporation (hereinafter referred to as "BMTC" and/or "Authority") to the prospective Bidders or any other person. The purpose of this RFP is to provide information to interested parties that may be useful to them in formulating their proposal pursuant to this RFP.

The Authority does not make any representation or warranty as to the accuracy, reliability, or completeness of the information in this RFP document. The RFP includes statements which reflect various assumptions and assessments arrived at by the Authority in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. Each prospective Bidder should conduct its own assessment and analysis and check the accuracy, reliability and completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.

The Authority will not have any liability to any prospective Bidder/Firm/or any other person under any laws (including without limitation the law of contract and tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the Assignment, the information and any other information supplied by or on behalf of the Authority or their employees, any Selected Agency or otherwise arising in any way from the selection process for the Assignment.

The Authority will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that the Authority is bound to select a Bidder or to appoint the Selected Bidder for the services. The Authority reserves the right to accept/reject any or all proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. The Authority also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted their Proposal.

Abbreviations

S.No	Abbreviation	Definition
1	**AFC**	Automated Fare Collection
2	**AFCS**	Automatic Fare Collection System
3	**AVLS**	Automatic Vehicle Location System
4	**BG**	Bank Guarantee
5	**BMTC**	Bengaluru Metropolitan Transport Corporation
6	**CERT-In**	Computer Emergency Response Team ï India
7	**COSP**	Controller of Stores & Purchases
8	**DC/DR**	Data Centre / Disaster Recovery
9	**EMD**	Earnest Money Deposit
10	**ETM**	Electronic Ticketing Machine
11	**FAT**	Factory Acceptance Test
12	**FI**	Financial Institution
13	**FRS**	Functional Requirements Specification
14	**GoI**	Government of India
15	**GoK**	Government of Karnataka
16	**GST**	Goods & Services Tax
17	**ISO**	International Organization for Standardization
18	**KTPP**	Karnataka Transparency in Public Procurements
19	**LoA**	Letter of Award
20	**MeitY**	Ministry of Electronics and Information Technology
21	**MIS**	Management Information System

22	**NDA**	Non-Disclosure Agreement
23	**NCN**	Non-Conformance Notice
24	**NCMC**	National Common Mobility Card
25	**NPCI**	National Payments Corporation of India
26	**PCI DSS**	Payment Card Industry Data Security Standard
27	**PMC**	Project Monitoring Consultant
28	**PPP**	Public Private Partnership
29	**POS**	Point of Sale Terminal
30	**QCBS**	Quality and Cost Based Selection
31	**RFP**	Request for Proposal
32	**SAT**	Site Acceptance Test
33	**SLA**	Service Level Agreement
34	**SMMS**	SLA Measurement and Monitoring System
35	**SPA**	Service Provider Agreement
36	**SSL/TLS**	Secure Sockets Layer / Transport Layer Security
37	**TSP**	Technology Solution Provider
38	**UAT**	User Acceptance Test
39	**UPI**	Unified Payments Interface
40	**VAPT**	Vulnerability Assessment and Penetration Testing

Section 1 – Letter of Invitation

Tender No: BMTC/2026-27/SE1287.

Dear Sir/Madam,

Sub: RfP for Selection of Project Monitoring Consultant for the Comprehensive Smart Ticketing Solution Project.

Bengaluru Metropolitan Transport Corporation (BMTC), invites proposals from eligible consulting entities for appointment as a Project Monitoring Consultant (PMC) for the Smart Electronic Ticketing Machine Project.

Eligible consulting entities that meet the Pre-Qualification Criteria specified in this RfP may submit their technical and financial proposals, along with the prescribed Earnest Money Deposit (EMD), through the Karnataka Public Procurement Portal in accordance with the instructions set forth in this Request for Proposal (RfP).

The Bidder shall possess demonstrable domain expertise across Automated Fare Collection Systems, Cyber security, FinTech and Digital Payments, and Asset Monetisation, along with adequately qualified and experienced personnel to effectively discharge the scope of services contemplated under this engagement.

This RfP document delineates the Objectives, Scope of Services, and detailed Terms of Reference governing the proposed assignment. The selection of the Project Monitoring Consultant shall be undertaken through the Quality and Cost Based Selection (QCBS) methodology.

S. No	Particulars	Date
1	Date of Publication	Date: 29.05.2026
2	Last Date of Pre-Bid Queries / Clarifications	Date: 02.06.2026 Time: 17.00 Hrs
3	Pre-Bid Meeting	Date: 03.06.2026 Time: 11.30 Hrs
4	Last Date for Submission of Proposals	Date: 08.06.2026 Time: 17.00 Hrs
5	Opening of Pre-qualification offer	Date: 10.06.2026 Time:11.30 Hrs
6	Opening Technical Proposal / Presentation on Technical Proposal	Date: 11.06.2026 Time: 14.30 Hrs (Tentative).
7	Opening of Financial Proposal	Date: 12.06.2026 Time: 14.30 Hrs (Tentative).
8	Earnest Money Deposit (EMD)	INR 5,00,000/- (Rupees Five Lakhs)

Postponement of Calendar of events (if any), subsequent notification, changes, amendments, and selection/rejection of proposal shall be intimated only through the Government of Karnataka Public Procurement Portal and will not be published in newspapers. The Authority

reserves the right to accept or reject any or all the tenders received without assigning any reasons thereof.

Sd/-

Controller of Stores & Purchases,

BMTC,

Bengaluru

Section 2 – Information to Bidders

1. Introduction

Bengaluru Metropolitan Transport Corporation (BMTC) is the sole public bus transport provider for the Bengaluru metropolitan area, operating over 6,800 buses across 50 depots and 7 divisions, serving approximately 45 lakh passengers daily.

BMTC has engaged a Technology Solution Provider (TSP) for the supply, commissioning, and maintenance of a new generation of Smart ETMs ð Android-based, 4G/Wi-Fi connected handheld devices ð together with a Centralised Web-Based Automatic Fare Collection System (AFCS) hosted on a MeitY-empanelled cloud platform. Approximately 11,000 ETMs are being deployed initially, with the total requirement estimated at 15,000 devices over five years. The contract is on a Rental Model for four years, extendable by one year.

Given the scale, technical complexity, and the layered cybersecurity, FinTech, and AFC obligations embedded in the project, BMTC requires an independent Project Monitoring Consultant (PMC) to provide expert oversight at this stage of implementation and through the stabilisation of operations.

1.1. Eligible Bidders

This is an open tender. Any consulting entity, firm, company, LLPor a Consortium of such entities that meets the Pre-Qualification Criteria set out in Clause 1.1.1 below is eligible to participate in this RfP.

1.1.1. Pre-Qualification Criteria

Bidders must satisfy all of the following Pre-Qualification Criteria to be eligible to participate in this RfP. Proposals from Bidders that do not meet any one of these criteria shall be summarily rejected. The Bidder must submit documentary evidence for each criterion as specified.

S. No	Pre-Qualification Criterion	Minimum Requirement	Supporting Document
1	**Experience in IT Project Management Consultancy in** Transportation Sector The Bidder must have completed at least one (1) assignment as a Project Monitoring Consultant (PMC) or Project Management Consultant for an IT Project in the Transportation Sector in last 7 (seven) years. The project must have been completed (i.e., final deliverables accepted by the client) as on the date of publication of this RfP. For the purpose of this criterion, ñIT Project in the Transportation Sectorò includes projects involving Electronic Ticketing Systems, Automated Fare Collection, Intelligent Transport Systems, Fleet Management	At least 1 (one) completed PMC / Project Management Consultancy assignment for an IT Project in the Transportation Sector	Form L ï Statement of Experience in PMC for IT Projects in Transportation Sector, along with Work Orders and Completion Certificates from the respective clients

	Systems, Transit Technology Platforms, or similar IT-enabled systems for bus, rail, metro, or urban transport authorities.		
2	**Average Annual Turnover** The Bidder must have an average annual turnover of at least INR 30 Crore (Rupees Thirty Crore) from consulting / advisory services during the last three (3) completed financial years preceding the date of publication of this RFP (i.e., FY 2022-23, FY 2023-24, and FY 2024-25).	Average Annual Turnover Ó INR 30 Crore (average of last 3 completed financial years)	Form M ï Statement of Annual Turnover (duly certified by Statutory Auditor), along with copies of Audited Financial Statements for FY 2022-23, FY 2023-24, and FY 2024-25
3	**Legal Status and Registration** The Bidder must be • A company incorporated in India under the Companies Act, 1956/2013 and amendments thereof, or • A registered LLP under the Limited Liability Partnership Act 2008 and amendments thereof, or • A registered Partnership Firm under The Indian Partnership Act 1932 and amendments thereof	Valid Certificate of Incorporation / Registration in India	Copy of Certificate of Incorporation / Registration
4	**Not Blacklisted / Debarred** The Bidder shall not be under a declaration of ineligibility or blacklisted for corrupt and fraudulent practices issued by the Government of Karnataka and/or any Government Agency / Public Sector Undertaking in India. A Bidder failing this criterion shall be considered non-responsive and shall be disqualified.	Not blacklisted or debarred by any Central / State Government or PSU in India	Self-declaration (Form I) duly notarised and signed by the Authorised Signatory on non-judicial stamp paper of appropriate value
5	**Power of Attorney:** The Bidder must submit a duly executed Power of Attorney in favour of the Authorised Signatory of the Bidder or a	Duly executed Power of Attorney in format at Section 5 ï Form G or a Copy of Board Resolution duly	

	Copy of Board Resolution duly authorising signatory for signing this bid.	authorising the Authorised Signatory	
6	**Key Personnel:** The Bidder shall form a multi-disciplinary team of four domain experts for undertaking this assignment and shall submit CVs of the Key Personnel in accordance with the Terms of Reference of the RFP document.	Team composition and task assignments (Form D) CVs of the Key Personnel (Form E)	

Consortium is allowed, subject to the following conditions:

a) The Consortium shall consist of a maximum of two (2) members and shall nominate one member as the Lead Partner.

b) The Lead Partner shall be duly authorised by the other consortium member(s) through a Power of Attorney to act on behalf of the Consortium for all purposes of this RfP, including signing of the bid, signing of the Contract, and receipt of payments.

c) The members of the Consortium shall, together, meet all the Pre-Qualification Criteria specified in this RfP. Documentary evidence in support of each criterion shall be submitted in respect of the relevant member(s).

d) The Consortium members shall execute a Memorandum of Understanding (MoU) / Consortium Agreement, on a non-judicial stamp paper of appropriate value, clearly defining the roles, responsibilities, and scope of work of each member, and confirming joint and several liability of all members to BMTC for the performance of the Contract. A copy of the MoU / Consortium Agreement shall be submitted along with the bid.

e) An entity submitting a bid as a Lead Partner or member of a Consortium shall not, either directly or through any associate, submit another bid in any capacity (individual or as part of another Consortium) for this assignment.

1.1.2. Only One Bid

Interested Consultants may submit only one bid for an assignment. If a Consultant submits more than one bid, such bids shall be disqualified. The client does not allow the participation of the same Sub- Consultant, including individual experts, in more than one assignment.

1.2. Cost of Tendering

The Bidder(s) shall bear all costs associated with the preparation and uploading of its tender, and BMTC will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the tender process.

2. Content of the Tender Documents

2.1. The Scope of Services required, tendering procedures and contract terms are prescribed in the tender documents. In addition to the Invitation for Tenders, the tender documents include:

Section 1 ï Letter of Invitation

Section 2 ï Information to Bidders

Section 3 ï Data Sheet

Section 4 ï Terms of Reference

Section 5 ï Standard Forms

2.2. The Bidder is expected to examine all instructions, forms, terms, and specifications in the tender documents. Failure to furnish all information required by the tender documents or uploading of a tender not substantially responsive to the tender documents in every respect will be at the Bidder's risk and may result in rejection of its tender.

3. Preparation of Tender Documents

3.1. The Authority shall select a firm from amongst the Bidders who have submitted a complete Technical Proposal and Financial Proposal in accordance with the method of selection indicated in the Data Sheet.

3.2. The Bidders are invited to submit a Technical Proposal and a Financial Proposal for consulting services required for the Assignment named in the Data Sheet. The Proposal will be the basis for contract negotiations and ultimately for a signed contract with the selected Bidder.

3.3. The Bidders must familiarise themselves with local conditions and take them into account in preparing their Proposals. Bidders are encouraged to visit the Authority and attend a pre-proposal conference if one is specified in the Data Sheet.

3.4. It is Government of Karnataka's (GoK's) policy to require that Bidders observe the highest standard of ethics during the execution of such contracts. In pursuance of this policy, the GoK defines corrupt practice and fraudulent practice as set out in the standard conditions and will reject proposals from any Bidder found to have engaged in such practices.

3.4.1. defines, for the purposes of this provision, the terms set forth below as follows:

a. ñcorrupt practiceò means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and

b. ñfraudulent practiceòmeans a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of GOK and includes collusive practices among Bidders (prior to or after submission of proposals) designed to establish prices at artificial, noncompetitive levels and to deprive GOK of the benefits of free and open competition.

3.4.2. will reject a proposal for award if it determines that the firm recommended for award has engaged in corrupt or fraudulent activities in competing for the contract in question;

3.4.3. will declare a firm ineligible, either indefinitely or for a stated period of time, tobe awarded a GoK-financed contract if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, aGoK-financed contract; and

3.4.4. will have the right to require that, GoK to inspect Bidderôs accounts and records relating to the performance of the contract and to have them audited by auditors appointed by GoK.

3.5. Please note that (i) the costs of preparing the proposal and of negotiating the contract, including a visit to the Authority, are not reimbursable as a direct cost of the Assignment; and(ii) the Authority is not bound to accept any of the Proposals submitted.

3.6. The Authority expects Bidders to provide professional, objective, and impartial advice and at all times hold the Authorityôs interestôs paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate

interests. Bidders shall not be hired for any assignment that would be in conflict with their prior or current obligations to other Authority's, or that may place them in a position of not being able to carryout the assignment in the best interest of the Authority.

3.7. Without limitation on the generality of this rule, Bidders shall not be hired under the circumstances set forth below:

3.7.1. A firm which has been engaged by the Authority to provide goods or works for a project, and any of their affiliates, shall be disqualified from providing consulting services for the same project. Conversely, firms hired to provide consulting services for the preparation or implementation of a project, and any of their affiliates, shall be disqualified from subsequently providing goods or works or services related to the initial assignment (other than a continuation of the firm's earlier consulting services) for the same project.

3.7.2. Bidders or any of their affiliates shall not be hired for any assignment which, by its nature, may be in conflict with another assignment of the Bidders.

3.7.3. As pointed out in para. 3.7.1 above, Bidders may be hired for downstream work, when continuity is essential, in which case this possibility shall be indicated in the Data Sheet and the factors used for the selection of the Bidder should take the likelihood of continuation into account. It will be the exclusive decision of the Authority whether or not to have the downstream assignment carried out, and if it is carried out, which Bidder will be hired for the purpose.

4. Clarification and Amendment of RFP Documents

4.1. Bidders may request a clarification of any item of the RFP document up to the date and time indicated in the Data Sheet. Any request for clarification must be sent in writing by electronic mail to the Authority's e-mail address as indicated in the Data Sheet. The Authority will respond through the Public Procurement Portal of Government of Karnataka.

4.2. At any time before the submission of Proposals, the Authority may, for any reason whatsoever, in response to any query or on its own volition, modify the RFP documents by amendment. Any amendment shall be issued in writing through corrigenda/addenda uploaded only on the Karnataka Public Procurement Portal. The Authority may at its discretion extend the deadline for the submission of Proposals.

5. Debarment

5.1. Debarment of Tenderers by Procurement Entity: The Procurement Entity may proceed with debarring a tenderer who has engaged in corrupt or fraudulent practices. The Debarment Committee shall provide a reasonable opportunity for representation before taking a decision. Debarment shall be notified through the Karnataka Public Procurement Portal.

5.2. Debarment by the Government: The Government may debar a tenderer in the public interest as per provisions of KTPP Act. A State Level Debarment Committee shall consider such proposals.

6. Restrictions on Public Procurement from Bidders of certain Countries

6.1. Any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is

registered with the Competent Authority[1]. Further, any bidder (including bidder from India) having specified Transfer of Technology (ToT) arrangement with an entity from a country which shares a land border with India, shall also require to be registered with the same competent authority.

6.2. ñBidderò (including the term ótendererô, óconsultantô or óservice providerô in certain contexts) means any person or firm or company, including any, every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

6.3. ñBidder (or entity) from a country which shares a land border with Indiaò for the said purpose means:

a) An entity incorporated, established or registered in such a country; or

b) A subsidiary of an entity incorporated, established or registered in such a country; or

c) An entity substantially controlled through entities incorporated, established or registered in such a country; or

d) An entity whose beneficial owner is situated in such a country; or

e) An Indian (or other) agent of such an entity; or

f) A natural person who is a citizen of such a country; or

g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

6.4. The beneficial owner for the purpose of (d) above will be as under:

6.4.1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation

a. ñControlling ownership interest" means ownership of or entitlement to more than twenty-five percent of shares or capital or profits of the company;

b. ñControlò shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholderôs agreements or voting agreements;

6.4.2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;

6.4.3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;

[1] The Competent Authority for the purpose of registration under this order shall be/continue to be the Registration Committee constituted in the Department of Commerce & Industries, Government of Karnataka vide GO No. FD 455 Exp-12/ 2020, Dated:25-08-2020.

6.4.4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;

6.4.5. In case of a trust, the identification of beneficial owner(s) shall include identification of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

6.5. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.

6.6. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

6.7. The registration shall be valid at the time of submission of bid and at the time of acceptance of bid.

6.8. If the bidder was validly registered at the time of acceptance / placement of order, registration shall not be a relevant consideration during contract execution.

7. Preparation of Proposal

7.1. Technical Proposal

7.1.1. In preparing the Technical Proposal, Bidders are expected to examine the documents comprising this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a Proposal.

7.1.2. The Technical Proposal should provide the following information using the attached Standard Forms:

- Technical Proposal Submission Form duly signed by the authorised representative of the Bidder (Form A)
- A brief description of the Bidder's organisation and an outline of recent experience on assignments of a similar nature
- Comments or suggestions on the Terms of Reference and on the data, list of services, and facilities to be provided by the Authority
- A description of the methodology and work plan for performing the assignment ï to be submitted at the time of presentation
- The list of the proposed staff team by speciality, the tasks that would be assigned to each staff team member, and their timing
- CVs recently signed by the proposed key personnel and the authorised representative submitting the proposal
- Power of Attorney of Authorised Signatory
- Certificate of the Financial Capacity of the Bidder from Statutory Auditor / Independent Auditor
- Details of the Bidder (Form B)

7.1.3. The Technical Proposal shall not include any information pertaining to the Financial Proposal. Bidders submitting any Financial Proposal information along with the Technical Proposal shall be disqualified.

7.2. Financial Proposal

7.2.1. In preparing the Financial Proposal, Bidders are expected to take into account the requirements and conditions of the RFP documents.

7.2.2. Bidder shall express the price of their services in Indian Rupees inclusive of all applicable taxes. The Financial Bid should not include any conditions attached to it; any such conditional proposal shall be rejected.

7.2.3. The Bidder should quote their price offer as per Form provided in Section in the relevant slot provided on the Karnataka Public Procurement Portal for all the services sought by the Authority in the Terms of Reference, including all the applicable GST and cesses. In the event of any revision to GST in the future, the quoted rate shall be revised accordingly.

7.2.4. The Data Sheet indicates how long the proposals must remain valid after the submission date. During this period, the Bidder is expected to keep available the key personnel proposed for the assignment. The Authority will make its best effort to complete negotiations within this period. If the Authority wishes to extend the validity period of the proposals, the Bidders who do not agree have the right not to extend the validity of their proposals.

8. Submission, Receipt, and Opening of Proposals

8.1. The Technical Proposal and Financial Proposal shall be uploaded to the Karnataka Public Procurement Portal at https://kppp.karnataka.gov.in. Bidders must get themselves registered and trained on the procedure of participating in Karnataka Public Procurement Portal.

8.2. An authorised representative of the Bidder shall digitally sign the Proposal in the Karnataka Public Procurement Portal. The representative's authorisation is confirmed by a written power of attorney or copy of board resolution accompanying the Proposal.

8.3. The last date and time for submission will be mentioned in the portal; the bid will disappear automatically immediately after the time of submission is elapsed.

8.4. After the deadline for submission of proposals, the Technical Proposal shall beopened by the evaluation committee and evaluation will be done in accordance withthe procedures specified in this RFP. The evaluation committee can open tender in the Karnataka Public Procurement Portal at the designated date and time.

8.5. After the deadline for submission of Proposals, the Technical Proposal will be opened as per the date and time notified on the Karnataka Public Procurement Portal. The Financial Proposal of the successful Bidders only will be opened after completion of technical proposal evaluation.

9. Earnest Money Deposit

9.1. The Bidders are requested to submit Earnest Money Deposit (EMD) as indicated in the Karnataka Public Procurement Portal along with the Technical Bid. The Bidder's bid will be evaluated only on confirmation of receipt of payment of EMD.

9.2. The EMD of the unsuccessful Bidder will be returned after the award of the proposal to the successful Bidder. The EMD of the successful Bidder will be discharged when the Bidder has furnished the required Performance Security and signed the Contract.

9.3. The EMD may be forfeited if the Bidder withdraws the proposal after the deadline for submission of proposals, or in the case of a successful Bidder, if the Bidder fails within the specified time limit to furnish the required security deposit or sign the draft contract with the Authority.

10. Proposal Evaluation

From the time the proposals are opened to the time the contract is awarded, if any Bidder wishes to contact the Authority on any matter related to its proposal, it should do so in writing at the address indicated in the Data Sheet. Any effort by the firm to influence the Authority in

the Authorityôs proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the Bidderôs proposal.

Evaluation of Technical proposal

The evaluation committee appointed by the Authority evaluates the proposals on the basis of their responsiveness to the Terms of Reference, applying the eligibility criteria, sub-criteria and point system specified in the Data Sheet. Each responsive proposal shall be given a technical score (St) *(Summation of marks obtained Technical Evaluation Criteria by adding Experience of the Bidder, Qualification and Experience of Key Personnel, and Technical Presentation on Approach & Methodology).* A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.

Opening And Evaluation of Proposals

After the evaluation of quality is completed, the Authority shall notify the Bidders that have secured the minimum qualifying mark, indicating the date and time set for opening the Financial Proposals.

The Financial Proposals shall be opened publicly in the presence of the Biddersô representatives who choose to attend. The name of the Bidder, the technical scores, and the proposed prices shall be read aloud and recorded when the Financial Proposals are opened. The Authority shall prepare minutes of the public opening.

The lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The financial scores (Sf) of the other Financial Proposals will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights indicated in the Data Sheet:S= St x T% + Sf x P%. (S=combined technical and financial score, T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T+P = 1). The Bidder achieving the highest combined technical and financial score will be invited for negotiations.

11. Award of Contract

11.1. Bidders whose offer has been accepted will be notified by the Authority prior to the expiration of the validity of proposal. After notifying the successful Bidder, the Authority will promptly notify other Bidders that they were unsuccessful through the Karnataka Public Procurement Portal.

11.2. Notwithstanding Clause 11.1 the Authority reserves the right to accept or reject any proposaland to cancel the tender process and reject all proposals, at any time prior to the award ofContract, without thereby incurring any liability to the affected Bidders or any obligation toinform the affected Bidders or Bidders of the grounds for the Authorityôs action.

12. Performance Security

12.1. Within 14 days of receipt of the Letter of Acceptance, the successful Bidder shall submit to the Authority five percent (5%) of the contract value as a Security Deposit in the form of an E-Bank Guarantee. The Performance Security shall be valid until a date 180 days from the date of expiry of the Contract.

12.2. Performance Security shall be provided to the Authority not later than the date specified in the Letter of Acceptance and shall be issued in an amount and form 21 and type of instrument acceptable to the Authority. The performance security shall be valid until a date 180 days from the date of expiry of the Contract.

12.3. The Performance Security shall be furnished from any Nationalised Banks/ Scheduled Commercial Banks approved by Reserve Bank of India.

12.4. Failure of the Selected Bidder to furnish the Performance Security as provided in this RFP, or enter into Service Provider Agreement with the Authority, that would constitute sufficient grounds for the annulment of Letter of Acceptance. In such event, the Authority reserves the right to;

I. Forfeit the Earnest Money Deposit amount of the Selected Bidder, and

II. Take any such measure as may be deemed fit in the sole discretion of the Authority, including annulment of the Selection Process.

13. Risk Purchase / Penal Clause

13.1. If the Bidder fails to provide the Advisory services in accordance with the requirements specified in the RFP, Agreement, or any revised requirements communicated by BMTC from time to time, BMTC shall be entitled to obtain such services from any alternate source and this additional expenditure incurred thereof in procuring such services from alternate sources shall be recovered from Pending payments due to the Bidder; and/or The Security Deposit/Performance Bank Guarantee (PBG). The defaulting Bidder shall also be liable to reimburse BMTC for all losses, damages, penalties, and liquidated damages arising due to non-fulfilment of contractual obligations.

13.2. The services provided under this Contract shall strictly conform to the specifications, performance standards, regulatory requirements, and Service Level Agreements prescribed in the RFP. If the services fail to meet the agreed specifications, performance standards, or contractual obligations, BMTC reserves the right to:

- Impose applicable penalties and liquidated damages;
- Terminate the Contract;
- Forfeit the Security Deposit and/or invoke the Performance Bank Guarantee;
- Blacklist or debar the Bidder from participating in future BMTC tenders, in accordance with applicable procurement and debarment policies.

13.3. The above actions shall be without prejudice to any other rights and remedies available to BMTC under the Contract or applicable law.

14. Confidentiality

Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to Bidders or to other persons not officially concerned with the process until the winning Bidder has been notified that it has been awarded the contract.

15. Governing Law:

This RFP and any contract executed pursuant thereto shall be governed by and construed in accordance with the laws of India. The courts located in Bengaluru shall have exclusive jurisdiction in respect of any matters arising out of or in connection with this RFP and the contract executed there under.

Section 3 – Data Sheet

3.1 Information to Bidders

S.No	Section	Title	Details
1	3.1	Name of Authority	Bengaluru Metropolitan Transport Corporation (BMTC)
2	3.1	The Method of Selection is	Quality and Cost Based Selection (QCBS)
3	3.1	Technical and Financial Proposals are required	Yes
4	3.2	Name and Description of Assignment	"Selection of Project Monitoring Consultant for the Comprehensive Smart Ticketing Solution Project". BMTC intends to appoint a qualified professional consulting firm with domain expertise in AFC/AFCS systems, cyber security, digital payments, Fare/non fare box revenue to provide comprehensive independent monitoring of the comprehensive smart ticketing solutions Project implementation and operations. The Bidder shall provide consultancy services over a period of approximately 12 months from the Commencement Date, extendable by another six months at BMTC's discretion.
5	3.7.3	The Assignment is phased	No
6	3.3	Pre-Proposal Conference	Yes
7	3.3	Pre-Proposal Conference Venue	Bengaluru Metropolitan Transport Corporation Central Offices, Shanthinagar Bengaluru ï 560 027
8	7.1.2	The Authority will provide the following inputs	As per Terms of Reference
9	3.7.3	The Authority envisages the need for continuity in downstream work	No
10	3.4	Clauses on fraud and	The clauses on fraud and corruption as per the

		corruption	provisions of this RfP.
11	4.1	Clarification of any item of the RFP	Clarifications may be requested up to the date and time notified in the Karnataka Public Procurement Portal through the portal and a mail to: cosp@mybmtc.com Requests for clarifications must carry the subject line "Queries regarding RFP for Selection of Project Monitoring Consultant for the Comprehensive Smart Ticketing Solution Project"
12	7.2.4	Validity of Proposal	90 days from submission of Proposal
13	10.5	The address to send information to the Authority is	Controller of Stores & Purchases Bengaluru Metropolitan Transport Corporation Central Offices, Shanthinagar Bengaluru ï 560 027 Email: cosp@mybmtc.com
14	10.1	Evaluation criteria for Technical Proposal	As detailed in Clause 3.3 following this Table
15	10.1	Minimum technical score	The Bidder must achieve a minimum of 70 marks overall (out of 100) to be eligible for opening of the Financial Proposal.
16	10.4	Ranking of the Bidders	The formula for determining the financial scores is the following: Sf = 100 x Fm/F, in which Sf is the financial score, Fm is the lowest price among all the responsive bidders, and F is the price of the proposal under consideration St= 100 xT/Tm, in which St is the Technical score, Tm is the highest technical marks among all the responsive bidders, and T is the technical marks of the proposal under consideration The weights given to the Technical and Financial Proposal are: T = 0.80, and F = 0.20 The Bidder achieving the highest combined technical and financial score (Refer 2.12.4) will be invited for negotiations. In case of a tie, the Authority shall select the Bidder who had received a higher score during the technical presentation. In case the Bidders are still tied, preference shall be given to the scores received for the technical evaluation.

17		Language of the Proposal	English
18		Bidder may associate with other participating Bidders	Yes. A Consortium of up to two (2) members is permitted for this assignment, subject to the conditions stipulated in Clause 1.1.1 of Section 2 ï Information to Bidders (as amended). The Consortium shall nominate a Lead Partner, and the members shall together meet the Pre-Qualification Criteria specified in this RfP.
19		The estimated number of Key Personnel Staff Months required for the assignment	Based on the Terms of Reference, the Bidder shall form a multi-disciplinary team domain experts for undertaking this assignment.
20		The minimum qualification and experience required for the proposed key and sub-key personnel	As provided in 3.3.2 following this table
21		Language of reports	English
22		Performance Security	5%(Five Percent)of the Contract Price.

3.2 Pre-qualification Criteria

S. No	Pre-Qualification Criterion	Minimum Requirement	Supporting Document
1	**Experience in IT Project Management Consultancy in** Transportation Sector The Bidder must have completed at least one (1) assignment as a Project Monitoring Consultant (PMC) or Project Management Consultant for an IT Project in the Transportation Sector in last 7 (seven) years. The project must have been completed (i.e., final deliverables accepted by the client) as on the date of publication of this RfP. For the purpose of this criterion, ñIT Project in the Transportation Sectorò includes projects involving Electronic Ticketing Systems, Automated Fare Collection, Intelligent Transport Systems, Fleet Management Systems, Transit Technology Platforms, or similar IT-enabled systems for bus, rail, metro, or urban transport authorities.	At least 1 (one) completed PMC / Project Management Consultancy assignment for an IT Project in the Transportation Sector	Form L ï Statement of Experience in PMC for IT Projects in Transportation Sector, along with Work Orders and Completion Certificates from the respective clients
2	**Average Annual Turnover** The Bidder must have an average annual turnover of at least INR 30 Crore (Rupees Thirty Crore) from consulting / advisory services during the last three (3) completed financial years preceding the date of publication of this RFP (i.e., FY 2022-23, FY 2023-24, and FY 2024-25).	Average Annual Turnover Ó INR 30 Crore (average of last 3 completed financial years)	Form M ï Statement of Annual Turnover (duly certified by Statutory Auditor), along with copies of Audited Financial Statements for FY 2022-23, FY 2023-24, and FY 2024-25
3	**Legal Status and Registration** The Bidder must be • A company incorporated in India under the Companies Act, 1956/2013 and amendments thereof, or	Valid Certificate of Incorporation / Registration in India	Copy of Certificate of Incorporation / Registration

	• A registered LLP under the Limited Liability Partnership Act 2008 and amendments thereof, or • A registered Partnership Firm under The Indian Partnership Act 1932 and amendments thereof		
4	**Not Blacklisted / Debarred** The Bidder shall not be under a declaration of ineligibility or blacklisted for corrupt and fraudulent practices issued by the Government of Karnataka and/or any Government Agency / Public Sector Undertaking in India. A Bidder failing this criterion shall be considered non-responsive and shall be disqualified.	Not blacklisted or debarred by any Central / State Government or PSU in India	Self-declaration (Form I) duly notarised and signed by the Authorised Signatory on non-judicial stamp paper of appropriate value
5	**Power of Attorney:** The Bidder must submit a duly executed Power of Attorney in favour of the Authorised Signatory of the Bidder or a Copy of Board Resolution duly authorising signatory for signing this bid.	Duly executed Power of Attorney in format at Section 5 ï Form G or a Copy of Board Resolution duly authorising the Authorised Signatory	
6	**Key Personnel:** The Bidder shall form a multi-disciplinary team of four domain experts for undertaking this assignment and shall submit CVs of the Key Personnel in accordance with the Terms of Reference of the RFP document.	Team composition and task assignments (Form D) CVs of the Key Personnel (Form E)	

The Technical Evaluation of only the Bidders satisfying the pre-qualification criteria will be done.

3.3 Technical Evaluation Criteria

The Bidder shall be evaluated according to the following parameters:

S.No	Criteria	Marks
1	**Experience in PMC for IT Projects in Transportation Sector:** Number of completed PMC / Project Management Consultancy	**10**

	assignments for IT Projects in the Transportation Sector: Å1 Project ð 3 Marks Å2 Projects ð 5 Marks Å3 or more Projects ð 10 Marks *Supporting Document: Form L – Statement of Experience in PMC for IT Projects in Transportation Sector, along with Work Orders and/or Completion Certificates*	
2	**Average Annual Turnover from Consulting / Advisory Services (last 3 completed financial years):** ÅINR 30 Crore to less than INR 40 Crore ð 3 Marks ÅINR 40 Crore to INR 80 Crore ð 5 Marks ÅMore than INR 80 Crore ð 10 Marks *Supporting Document: Form M – Statement of Annual Turnover (duly certified by Statutory Auditor) along with Audited Financial Statements for FY 2022-23, FY 2023-24, and FY 2024-25*	**10**
3	Technical Approach & Methodology, Work Plan, Organisation & Staffing ï Presentation after submission of Technical Proposal	**30**
4	**Qualification & Competence of Key Staff for the Assignment:** AFC / AFCS Systems Expert (Team Leader): 16 FinTech& Digital Payments Expert: 12 Cybersecurity/Cloud Expert: 10 Operations Manager with experience in fare/non fare box revenue areas: 12	**50**
	Total	**100**

3.3.1 Qualification Marks

The marks for the qualification and competence of key staff shall be evaluated based upon the following:

S.No	Criteria	Marks
1	General Qualifications	10%
2	Adequacy for the Project	70%
3	Experience in the Domain and Project Requirement	20%
	Total	**100%**

3.3.2 Key Personnel Eligibility Criteria

The team shall be available for the assignment throughout the term period. All four experts shall be deployed as per the deployment schedule provided below at the minimum but if

project monitoring activities require more inputs, the same shall be provided by the selected consultants without any additional cost. The eligibility criteria for the team shall be as follows:

#	Key Position	Deployment	Qualification	Experience
1	**AFC / AFCS Systems Expert (Team Leader)**	Full Time	Graduate in any discipline. Post-graduate qualification or MBA preferred. Certification or formal training in AFC/ITS systems is an advantage.	Minimum 10 years in AFC, electronic ticketing, or transit ITS systems; at least one independent monitoring or oversight assignment for an ETM/AFC project at a State Transport Undertaking or urban transit authority. Hands-on experience with cloud-based AFCS, AVLS integration, and SLA management systems essential.
2	**Cyber security / Cloud Expert**	PT (at least 1 week per month)	B.E./B.Tech in Computer Science, Electronics, or IT. CISA, CISM, CISSP, or CEH certification required. Post-graduate degree or specialisation in cybersecurity preferred.	Minimum 10 years in IT/cyber security; at least 3 years in cyber security audit or assessment of large-scale digital systems. Demonstrable experience with ISO 27001, PCI DSS, CERT-In guidelines, IT Act compliance, and API security. VAPT experience for mobile/cloud applications.
3	**FinTech& Digital Payments Expert**	PT (at least 1 week per month)	Graduate in any discipline. Certification in payment systems, digital banking, or FinTech preferred. Experience with NPCI-framework entities or RBI-authorised payment institutions.	Minimum 10 years in digital payments, financial technology, or bank settlement operations; at least 3 years in UPI, NCMC/EMV, or transit AFC payment systems. Knowledge of NPCI frameworks, RBI payment guidelines, Tri-Partite Agreement structures, and T+1 settlement obligations essential.
4	**Operations Manager(non-fare box revenue)**	PT (at least 2 weeks per month)	Graduate in any discipline with demonstrated expertise in urban transport planning, public transport systems, or transit	Minimum 10 years in real estate asset management, infrastructure monetisation, or urban development; direct experience in conducting asset inventories, market valuations, and transaction advisory for government or

			infrastructure.	public sector entities. Prior experience in Transit-Oriented Development, PPP structuring, or institutional real estate monetisation for STUs, urban local bodies, or public utilities is preferred.

The Project Monitoring Consultant shall deploy additional resources as and when required, in line with the requirement of the assignment and the terms of reference without any additional cost to BMTC.

Section 4 – Terms of Reference

1. Introduction

Bengaluru Metropolitan Transport Corporation (BMTC) is the sole public bus transport provider for the Bengaluru metropolitan area, operating over 6,800 buses across 50 depots and 7 divisions, serving approximately 45 lakh passengers daily. Since 2006, BMTC has operated GPRS-enabled Electronic Ticketing Machines (ETMs) integrated with its Automatic Vehicle Location System (AVLS), enabling real-time revenue tracking and centralised data management.

BMTC has engaged a Technology Solution Provider (TSP) for the supply, commissioning, and maintenance of a new generation of Smart ETMs ð Android-based, 4G/Wi-Fi connected handheld devices ð together with a Centralised Web-Based Automatic Fare Collection System (AFCS) hosted on a MeitY-empanelled cloud platform. Approximately 11,000 ETMs are being deployed initially, with the total requirement estimated at 15,000 devices over five years under a Rental Model for four years, extendable by one year.

The Smart ETM system supports multiple payment modes: cash, UPI/QR code, NCMC open-loop contactless cards, closed-loop prepaid smart cards (including the Shakti card and concession passes), and digital passes. Given the scale, technical complexity, and the layered cyber security, FinTech, and AFC obligations embedded in the project, BMTC requires an independent Project Monitoring Consultant (PMC) to provide expert oversight.

2. Objectives of the Engagement

The PMC engagement shall achieve the following objectives:

- Å Provide BMTC with independent, expert-led assurance that the TSP is implementing and operating the Smart ETM system in full conformity with the technical, functional, security, and operational requirements specified in the RFP and the contract signed between BMTC and the TSP.
- Å Monitor TSP performance across three domains ð cyber security and data security, FinTech and digital payments, and AFC/AFCS systems ð covering all outstanding implementation activities as well as live operational performance.
- Å Identify and flag non-conformances, risks, and gaps in TSP performance at the earliest opportunity, enabling BMTC to take timely corrective or contractual action.
- Å Provide BMTC with objective, evidence-based monitoring reports usable for performance management, SLA verification, contractual enforcement, and stakeholder reporting.
- Å Assess and advise BMTC on the monetisation potential of its real estate assets, and support BMTC in structuring and implementing asset monetisation initiatives.
- Å Build the internal monitoring capacity of designated BMTC personnel so that the Corporation can independently oversee the ETM project after the PMC contract expires.

3. Contract Duration

The PMC shall be engaged for an initial period of one (1) year from the date of commencement. Since the ETM project is already under implementation at the time of the PMC's engagement, the monitoring team shall conduct an immediate baseline assessment of the project's current status across all three domains and commence full monitoring without a separate start-up phase.

The contract may be extended for a further period of six months at BMTC's discretion, based on project requirements and the operational stabilisation needs of the system at the time of

review. The decision to extend shall be communicated to the PMC at least 30 days before expiry of the initial term.

The Capacity Building Programme for BMTC personnel shall be planned and delivered during Months 10 to 12 of the initial contract period, ensuring that BMTC's nominated staff develop independent monitoring competency before the initial term concludes.

Date of Commencement:

Date of commencement starts from the date of issuance of Letter of Intent/Work Order.

4. Scope of Work

The scope of monitoring is described below by subject matter. Since implementation is already in progress at the time of engagement, the PMC shall assess the current status of each area upon commencement and monitor all outstanding activities and live operational performance concurrently throughout the contract period. The PMC's role is advisory and independent: it shall raise observations to BMTC. The PMC shall not issue instructions to the TSP directly.

4.1 Project Implementation and ETM Systems

- Review and assess the TSP's As-Is Study Report, System Architecture and Project Implementation Plan ð verify that they adequately reflect BMTC's operational context, depot configurations, existing AVLS integration requirements, and data migration scope.
- Shall track adherence to the approved project implementation schedule across all defined milestones, including As-Is assessment, system architecture and design, software development, pilot deployment, phased rollout, and full-scale commissioning, and shall report deviations against established baselines.
- Assist in the development, implementation, and enforcement of policies, procedures, and guidelines related to Mobile Ticketing, Smart Card Systems, and NCMC.
- Monitor the System Requirements Study, FRS, and SRS documentation ð verify that requirements have been gathered from all relevant BMTC user departments and that approved specifications are being adhered to during development and deployment.
- Monitor the end to end execution including supply, installation, integration, testing, and commissioning of ETMs across all 50 depots ð verify quantities and hardware specifications against Annexure-I of the RFP and 4G SIM card provisioning; assess the status and pace of rollout against the contractual schedule.
- Review and assess the AFCS software as developed and deployed ð verify conformance to Annexure-II (Software Requirements), including waybill management, route/fare configuration, schedule management, reconciliation modules, collection reports, and MIS reports with the 3-tier dashboard (Central/Zone/Depot).
- Monitor all outstanding acceptance testing activities (FAT, SAT, UAT) ð review test cases, defect logs and resolution status, and recommend sign-off or rejection of test results to BMTC.
- Monitor AVLS integration ð verify the data interface between the new ETM system and BMTC's existing AVLS application, including required forms, reports, and Kannada font support.
- shall verify compliance with delivery schedules for subsequent ETM deployments and validate the functional integration of ETMs with AVLS systems, payment gateways, Shakti Smart cards, NCMC-enabled financial institutions, and other third-party platforms.

- Å shall confirm fulfilment of all contractual obligations, including deployment of required manpower at depots, training of conductors and IT personnel, and submission of prescribed documentation and reports.
- Å shall independently monitor vendor compliance with mandatory third-party security certifications and audits, including functional and security audits by empanelled agencies, periodic vulnerability assessments and penetration testing, web application security Audit, Preparation of Third party audit (TPA) report, Undertake closure of the TPA observations with compliance from Payment card industry compliance requirements, and EMV/NCMC standards for contactless transactions, and shall report any non-compliance or delays.
- Å shall verify continuous availability of audit trails and database logs, ensure data localization in accordance with contractual provisions, confirm implementation of safeguards preventing unauthorized screen capture on ticketing interfaces, and monitor secure over-the-air firmware updates with version control and traceability.
- Å Monitor integration with external BMTC IT systems as specified ð Mobile One, Bengaluru One, SevaSindhu, HRMS, Automated Passenger Counting, and any others identified during the contract period.
- Å Verify the commissioning and operation of the SMMS ð confirm all SLA parameters are computed automatically, billing reports are generated through SMMS, and the system can produce role-wise MIS reports for both monthly and quarterly periods.
- Å Assess cloud infrastructure setup and operation ð verify MeitY-empanelled DC/DR hosting, server sizing for minimum 15,000 concurrent users, scalability provisions, 24×7 support and to provide detailed report on archive logs, data backup and disaster recovery protocols, and data storage for the full five-year retention requirement.
- Å Monitor data migration from the existing ticketing system to the new AFCS cloud ð verify completeness, data integrity, and absence of revenue data loss.
- Å Verify conductor and staff training delivery by the TSP ð confirm hands-on training for all BMTC conductors, User Manuals in Kannada and English.
- Å Monitor overall ETM system availability and performance against RFP SLAs ð review SMMS-generated SLA reports monthly, verify SLA computation accuracy, and flag any SLA breach or under-reporting.
- Å shall monitor the Operations and Maintenance phase to ensure compliance with all Service Level Agreements (SLAs), including ETM availability, application uptime, mobile and smart card system performance, and payment gateway uptime.
- Å Review the Waybill Audit System outputs monthly ð monitor un-audited and deleted waybill reports, ticket number continuity reports, conductor-wise earnings reports, and ETMs Without Abstract reports; raise NCNs for persistent anomalies.
- Å Monitor the accuracy and completeness of AFCS MIS reports and dashboards ð including ACC-66, Daily Revenue Memo, G-1 Statement, ST-1/ST-2, Schedule-Wise EPKM, Conductor-Wise Earnings, Denomination-Wise Ticket Consumption, and Summary Reports.
- Å Monitor offline operation risk ð review late-upload logs to quantify the frequency and duration of ETM connectivity failures and their revenue data exposure; recommend remedial measures where patterns are persistent.
- Å Assess ETM hardware maintenance performance ð review spare availability at depots, MTTR, preventive maintenance schedules, and OTA firmware update delivery timelines against RFP obligations.
- Å Monitor rental billing accuracy ð review and validate the billing, payment, and penalty framework, verify that monthly rental invoices are computed on the actual number of ETMs in BMTC's custody per day as recorded in SMMS inventory records and ensure payments are released strictly in accordance with verified operational performance and contractual provisions.

- PMC shall independently compute, verify, and certify penalties arising from SLA deviations, including non-functional ETMs beyond the prescribed rectification window, application downtime, payment gateway performance deficiencies, revenue losses due to schedule cancellations, and manpower non-compliance.
- PMC shall monitor cybersecurity-linked financial exposures, including tracking of security incidents against the prescribed penalty framework, quantification of financial losses due to data compromise or transaction manipulation, and verification of recoveries effected from vendor payments.
- Verify the validity of the TSP's Performance Bank Guarantee (5% of contract value) throughout the engagement ð flag any lapse, reduction, or impending expiry to BMTC.
- Assess the Mobile Application for Tickets and Passes in live operation ð monitor app availability, QR validation accuracy at ETMs, payment gateway performance within the app, and passenger adoption trends.
- Examine and provide technical validation of the System Integratorôs detailed implementation roadmap, deployment schedule, milestone sequencing, system integration plan, and operational readiness criteria prior to commencement of services.
- Should support and co-ordinate BMTC and TSP in STQC or STPI (other Govt. empanelled device testing labs) testing of devices as per RFP specifications.
- Verify the certificates related to ETM devices and others received from TSP for their genuineness.
- Develop training modules for bus conductors and depot managers to handle digital ticketing (UPI, closed loop cards, open loop cards, mobile ticketing) and possible passenger queries.

4.2 Cyber security and Data Security

- Review and assess the TSP's cloud and application security architecture ð verify use of HTTPS APIs, private subnets for back-end servers, role-based centralised authentication, end-to-end encryption of all ticket and payment transactions, and SSL/TLS with a minimum 128-bit key.
- Verify that the ETM application configuration prevents screenshots, video capture, and screen casting on ticket and pass screens, and that authentication validation blocks data entry from unauthorised devices.
- Define cybersecurity, data privacy, and data protection requirements in alignment with the Digital Personal Data Protection Act, 2023.
- Assess the ETM remote blocking mechanism ð verify its technical implementation and test that an ETM can be remotely blocked without loss of transaction data on the cloud.
- Review the TSP's ISO 27001 compliance status and certification roadmap for the AFCS application and cloud infrastructure; verify that CERT-In guidelines and IT Act 2000/2008 obligations are addressed and maintained.
- Verify data residency compliance ð confirm that all BMTC data is stored and processed within Indian territory on a MeitY-empanelled cloud platform throughout the contract period.
- Review the Payment Gateway's PCI DSS and SSL/TLS security certifications submitted by the TSP to BMTC; verify the Financial Institution's security compliance documentation.
- Assess the Non-Malicious Code Certificate submitted by the TSP and review the VAPT plans, results, and status for ETM firmware, AFCS application, and all APIs; flag any unresolved findings to BMTC.

- Verify that live Audit Trail and Database Logs are provisioned to BMTC with read-only access, and that access controls prevent unauthorised modification of historical records.
- Conduct periodic reviews (minimum quarterly) of security incident logs, breach detection records, and access control logs across the AFCS cloud platform and ETM management systems.
- Monitor the TSP's continued ISO 27001 certification compliance and maintain a dedicated cyber security monitoring framework to verify implementation and continuous compliance to all applicable cyber security standards and mandated security controls throughout the contract period; flag any certification lapses or renewals due including:
  - End-to-end encryption of ticketing and payment transactions.
  - Secure API communication protocols for data exchange between cloud infrastructure and ETMs.
  - Segregated and secure cloud architecture with restricted access environments.
  - Role-based access control across applications, dashboards, and payment systems.
  - Remote locking and disabling capability for lost, stolen, or compromised ETMs.
- Review security breach or incident reports; assess the adequacy of the TSP's response and verify that breach information is treated as confidential, accessible only to authorised BMTC user groups.
- Monitor OTA (Over the Air) firmware and application update protocols ð verify that update processes are authenticated, integrity-checked, and do not introduce vulnerabilities into operational ETMs.
- Review the TSP's data migration and source code handover security plan at contract closure; verify that bespoke software is securely transferred to BMTC and no residual BMTC data is retained by the TSP post-contract.
- Facilitate engagement with scheduled commercial banks and other authorized financial institutions for co-branded card issuance, establishment of reload and distribution channels, and integration of clearing and interbank settlement mechanisms.
- PMC shall monitor compliance with prescribed timelines for rectification of data discrepancies, firmware defects, and security vulnerabilities, and ensure enforcement of associated financial safeguards.
- shall oversee the performance of the tripartite payment gateway arrangement with the designated financial institution and verify timely settlement of digital transactions to the designated bank accounts.
- shall review reconciliation processes and assess financial exposure arising from failed transactions, duplicate debits, unresolved discrepancies, and per-transaction penalties, including risks attributable to system vulnerabilities or security breaches.
- shall identify and report financial risk indicators, card payment non-compliance, including events that may trigger contractual remedies or termination provisions.

4.3 FinTech and Digital Payments

- Review and assess the TSP's Payment Gateway integration ð verify that the Tri-Partite Agreement (BMTC, bank, TSP) is in place and ensures all digital payments are credited directly to BMTC's designated bank account without routing through the TSP's own accounts.
- Prepare detailed functional and non-functional requirements for the entire technology stack, ensuring compliance with NCMC/RuPay standards and interoperability guidelines issued by MoHUA/NPCI.

- Assess the NCMC/EMV contactless card acquiring solution ð verify compliance with NCMC specifications issued by MoHUA, PCI DSS standards, and EMV certification requirements.
- Verify the operation of real-time credit for all non-NCMC digital payments to BMTC's designated bank account, and the T+1 settlement mechanism for NCMC transactions.
- Review the Reconciliation Management System (RMS) design, implementation, and outputs ð verify its capability to automatically reconcile all payment modes (UPI, NCMC, closed-loop smart card, payment gateway) against AFCS cloud records and bank settlement files.
- Assess the mobile ticketing application's payment gateway integration ð verify support for all required digital payment options, security of payment flows, and integration with the AFCS for ticket/pass issuance and revenue recording.
- Review the closed-loop smart card system ð card issuance, recharge, balance management, ETM validation, and AFCS reconciliation of card transactions.
- Assess the Pass Management System ð verify support for all pass types defined in the RFP (daily, weekly, monthly, student concession, SahayaHastha, garment workers, physically challenged, freedom fighters, journalist, police, and others), validation logic on ETMs, and revenue accounting.
- Review the refund mechanism for failed and cancelled transactions ð verify automated refund processing timelines, integration with payment gateway and FI settlement systems, and reporting to BMTC.
- Monitor monthly digital payment settlement compliance ð review bank statements and settlement reports to verify real-time non-NCMC credits and T+1 NCMC settlement as required by the RFP.
- Review RMS outputs monthly ð identify unreconciled items, transaction mismatches between AFCS and bank settlement files, and items pending resolution beyond prescribed timelines.
- Monitor Payment Gateway health and availability ð review uptime records, failed transaction rates, and TSP Query Console reports provided to BMTC.
- Assess digital payment MIS reports generated through the AFCS and Payment Gateway Query Console ð verify accuracy, completeness (bank-wise, mode-wise, daily/weekly/monthly breakdowns), and delivery timelines to BMTC.
- Monitor smart card lifecycle management records ð review inventory reconciliation (procured, issued, active, returned, damaged), dormant balance treatment, and any NCMC/EMV recertification requirements during the contract.
- Review integration with any new payment schemes or aggregators added during the contract period ð verify that changes are implemented without disruption to existing payment flows and with BMTC approval.
- Comprehensive review and assessment of the Corporationôs expenditure and revenue, with the objective of evaluating its future financial performance and implementing measures depend upon the financial position, along with the suggestion for improving the financial position.
- Monitor chargeback cases response.
- Monitor partial refunds in case of BD/partial travel etc.
- Monitor and confirm the timely credit of all the online financial transaction on a daily basis.

4.4 Cross-Cutting Monitoring Responsibilities

The PMC team shall jointly undertake the following activities throughout the engagement:

- Conduct a baseline assessment of the project's current status across all three monitoring domains within the first 30 days of engagement ð establishing the starting

position against which ongoing monitoring will be benchmarked, and identifying any immediate risks or non-conformances requiring urgent attention.

- Prepare an Inception Report within 30 days of engagement start – covering the findings of the baseline assessment, monitoring methodology, risk register, master monitoring checklist mapped to all RFP obligations, data access requirements, and team work plan.
- Undertake a comprehensive review/prepare the contract to be executed between BMTC and the TSP – examine the terms, conditions, obligations, penalties, exit clauses, and any amendments or addenda; identify clauses that may expose BMTC to financial, operational, or legal risk; and provide BMTC with a structured Contractual Risk Assessment Report with recommended remedial or protective actions.
- Conduct monthly project review meetings with the BMTC Point of Contact, and where required with the TSP's Project Manager – document minutes, open issues, and action items.
- Verify and ensure that all required certifications, approvals and licenses related to the system and its components are in place.
- Maintain a live Monitoring Issue Register – a shared log of all observations, NCNs, and recommendations raised by the team, with status (open/resolved/escalated) updated at each monthly meeting.
- Issue a Non-Conformance Notice (NCN) to BMTC whenever the TSP is found in material breach of an RFP obligation – document the specific clause, evidence of non-conformance, risk level (Critical/High/Medium/Low), recommended BMTC action, and resolution timeline.
- Escalate Critical and High-risk NCNs immediately to the CSM, BMTC, outside the regular report cycle.
- Undertake a comprehensive post-pilot performance assessment and submit recommendations for technical, operational, or contractual refinements prior to commencement of full-scale implementation across all depots.
- Review and provide an independent assessment of all major TSP deliverables submitted to BMTC – including FRS/SRS, acceptance test reports, training completion records, and source code handover documentation.
- Attend and independently assess all key project milestones on behalf of BMTC and provide testing and certifications for System Acceptance Test, Operational Acceptance test, pending FAT, SAT, UAT, Pilot Go-Live, Full Go-Live, and contract closure events occurring during the engagement period.
- Software Licenses
  - Verify whether genuine Software licenses are used for the application.
  - Verify Annual Technical Support is available (ATS) for the Software Licenses.
  - Verify the Software license scalability (If number of users increased or hardware enhanced, additional user software support).

4.5 Asset Monetisation of Real Estate Assets

The PMC shall deploy an Operations Manager(non fare box revenue) to carry out a structured review and monetisation advisory for BMTC's real estate assets and fare/non fare box revenue. This work stream shall run in parallel with the ETM project monitoring activities and shall cover the following:

- Conduct a comprehensive inventory and condition assessment of all real estate assets owned or held by BMTC – including depots, office premises, workshops, colonies, vacant land parcels, and any other immovable property – and prepare a geo-tagged,

classified Asset Register with current usage status, encumbrance details, and physical condition.

- Assess fare/non fare box revenue areas and provide inputs on the same.
- Review the legal and ownership status of each identified asset – verify title documents, lease deeds, government orders, and any encumbrances or litigation – and identify assets that are clear for monetisation or development.
- Assess the current utilisation of each real estate asset against its optimal potential, identify under-utilised or commercially developable assets, and prepare a prioritised Asset Monetisation Pipeline for BMTC's consideration.
- Evaluate and recommend appropriate monetisation models for each shortlisted asset – taking into account BMTC's operational continuity requirements, state government policies, applicable town planning regulations, RERA provisions, and the fiscal objectives of the Corporation – and prepare Concept Notes and Draft Request for Proposal (RFP) structures for the recommended transactions.
- Coordinate with BMTC's legal, finance, and estates departments to ensure that all monetisation proposals are financially viable, legally sound, and aligned with the Corporation's long-term infrastructure and operational requirements.
- Prepare a detailed Asset Monetisation Strategy Report – covering the full asset inventory, monetisation pipeline, recommended transaction structures, estimated revenue potential, implementation roadmap, and risk assessment – for submission to BMTC's Board and the Government of Karnataka for approval.
- Support BMTC during the competitive procurement process for any monetisation transaction – including preparation of transaction documents, evaluation of bids, and advice on negotiations – as directed by BMTC.

4.6 Documentation and Reporting:

- Submission of an Inception Report detailing the PMC's interpretation of the assignment, proposed methodology, implementation schedule, resource deployment plan, and coordination framework.
- Recommendation for Go-Live after assessing the completion of deliverables as per RFP terms and conditions of the Comprehensive Ticketing Solution project.
- Preparation and submission of a Comprehensive Feasibility Report incorporating demand projections, technical alternatives analysis, benchmarking outcomes, risk assessment, and overall project viability conclusions.
- Preparation of a detailed Technology Architecture and Functional System Requirements Document specifying system design standards, interoperability requirements, security protocols, and integration framework.
- PMC shall support the project initiation by defining the scope and structure, oversee pilot project to test the system provided by the SI, including but not limited to UAT to ensure the system meets user requirements before rollout and prepares MIS reports to track performance and support informed decision making.
- Submission of finalized and duly vetted transaction documents, including concession and shareholder arrangements, for statutory approvals and execution.
- During depot wide rollout, the PMC shall coordinate with stakeholders, ensuring system and infrastructure readiness shall support implementation across the all depots and monitor progress through MIS to ensure smooth and consistent adoption.
- Provision of periodic Operationalisation Support Reports during the post-award handholding phase, detailing implementation status, compliance monitoring, and issue resolution.

- Submission of a Final Project Completion Report summarising activities undertaken, approvals obtained, implementation outcomes, and recommendations for sustained operations and future scalability.
- Testing and Certification Services
    1. Pilot test
    2. System Acceptance Test
    3. Operational Acceptance Test
    4. Go-Live

- Third Party Audit of Application and certifications
    1. Perform Vulnerability Assessment & Penetration Testing
    2. Perform the web application security Audit
    3. Preparation of TPA report
    4. Undertake closure of the TPA observations with compliance from SI.

5. Capacity Building Programme for BMTC Personnel

A mandatory deliverable of this engagement is the systematic transfer of project monitoring knowledge, tools, and skills to designated BMTC personnel, enabling the Corporation to independently oversee the TSP's performance after the PMC contract expires. The Capacity Building Programme shall be delivered during Months 10 to 12 of the initial contract period, embedded within the ongoing monitoring activities.

5.1 BMTC Nominees

BMTC shall nominate a minimum of three (3) and a maximum of five (5) personnel drawn from the IT, Finance/Accounts, Traffic Operations, and Internal Audit departments. Nominees shall be introduced to the PMC team at the start of Month 10 and progressively take on primary roles in monitoring activities under PMC supervision.

5.2 Training Structure

Stage	Period[2]	Training Activity	Learning Outcome
CB-1	Month 10 Orientation	Nominees are introduced to the monitoring framework, briefed on the project's current status, and shadow all three PMC experts during the monthly review cycle. Introduction to the Monitoring Issue Register, NCN process, AFCS dashboards, SMMS, and RMS reports.	Understanding of all three monitoring domains; ability to navigate AFCS dashboards, SMMS, and RMS reports; ability to log monitoring issues and draft NCNs.
CB-2	Month 11 Supervised Practice	Nominees actively participate in monthly SLA review, digital payment settlement verification, and cyber security log review under PMC supervision. Hands-on training on waybill audit procedures, SLA penalty verification, and security	Ability to independently conduct monthly SMMS review, assess digital payment settlement compliance, review waybill audit outputs, and prepare draft monitoring reports.

[2]During the inception stage, the selected consultant shall have a detailed discussions with the Client and devise a schedule for conducting the capacity building as per timelines mutually agreed.

		incident assessment.	
CB-3	Month 12 Guided Independence	Nominees lead monthly monitoring activities with PMC in an advisory and quality review role. Nominees prepare draft monthly reports, update the Monitoring Issue Register, and present findings to BMTC's Point of Contact. Joint preparation of all capacity building deliverables and the final monitoring report.	Full independent monitoring competency across cyber security, FinTech/digital payments, and AFC/AFCS domains ð without external support.

5.3 Capacity Building Deliverables

- Project Monitoring Manual ð step-by-step monitoring procedures across all three domains, formatted for independent use by BMTC staff post-contract.
- Master Monitoring Checklist ð structured checklist mapped to every RFP obligation, with data sources, monitoring frequency, and pass/fail criteria for each activity.
- SLA Verification Toolkit ð documented procedures and templates for independently verifying SMMS-reported SLA data, billing accuracy, and ETM availability records.
- Digital Payment Monitoring Templates ð review templates for UPI, NCMC, smart card, and payment gateway settlement reports; guide for interpreting FI settlement files and identifying exceptions.
- Cybersecurity Monitoring Checklist ð periodic review checklist for ISO 27001 status, access log review, firmware update verification, VAPT status tracking, and data residency compliance.
- Training Completion Certificates ð issued by the PMC Lead to each BMTC trainee upon completion of CB-3, certifying competency to independently monitor the ETM project.
- Knowledge Transfer Sign-Off Report ð formal document signed by the PMC Lead and CSM confirming the complete transfer of all monitoring tools, procedures, and documentation.

6. Deliverables and Reporting Timeline

The following deliverables apply to the initial one-year contract period. In the event of extension, deliverables 3, 4, and 5 shall continue on the same schedule through the extended period, with a revised Final Monitoring Report issued at the end of 18thMonth.

No.	Deliverable	Content Summary	Due
1	**Inception Report & Monitoring Plan**	Baseline status assessment across all three domains; risk register; master monitoring checklist; data access matrix; team work plan; escalation protocol	End of Month 1
2	**Contractual Risk Assessment Report**	Review of the BMTC-TSP contract; identification of clauses posing financial, operational, or	End of Month 1

		legal risk to BMTC; recommended remedial or protective actions	
3	**Data Integrity Review Report**	Cloud architecture assessment, audit trail review, ETM authentication verification, ticket number continuity baseline	End of Month 2
4	**Acceptance Testing Assessment Reports (FAT / SAT / UAT)**	Independent assessment of test outcomes; pass/fail recommendations; unresolved defect log with risk classification	Within 10 working days of each test event
5	**Monthly Monitoring Reports (Months 1-12)**	TSP milestone and SLA status; NCNs raised; digital payment settlement summary; cybersecurity review findings; MIS quality assessment; recommended BMTC actions; Monitoring Issue Register extract	By 10th of each following month
6	**Quarterly Reconciliation Reports (Q1–Q4)**	Waybill, schedule, revenue, and ticket-type reconciliation with variance analysis; depot/zone/system level summaries	End of Months 3, 6, 9, and 12
7	**Quarterly monitoring Reports (Q1–Q4)**	Reports on the consolidated progress made in the project at the end of each quarter.	End of Months 3, 6, 9, and 12
8	**Half Yearly monitoring reports**	Reports on the consolidated progress made in the project at the 6 months.	End of Months 6 and 12
9	**Go-Live Readiness Report**	Assessment of TSP readiness for full go-live across all depots (if not yet achieved at commencement); outstanding NCNs; go/no-go recommendation	Prior to Full Go-Live
10	**Asset Monetisation Strategy Report**	Complete real estate asset inventory; monetisation pipeline; recommended transaction structures; market valuation summaries; estimated revenue potential; implementation roadmap; risk assessment	End of Month 6
11	**Capacity Building Deliverables (Manual,**	Project Monitoring Manual; Master Monitoring Checklist; SLA	End of Month 11

	Checklists, Toolkits)	Verification Toolkit; Digital Payment Monitoring Templates; Cyber security Monitoring Checklist	
12	**Final Monitoring Report & Knowledge Transfer Sign-Off**	Consolidated findings; full NCN log with resolution status; TSP performance scorecard; prioritised recommendations for BMTC's continuing oversight; training certificates; signed knowledge transfer declaration	End of Month 12 (or Month 24 if extended)

7. Payment Schedule

a. The Authority shall pay the Consultant for the Services performed under the terms of this Agreement. The total amount quoted by the Bidder shall be divided by 12 to arrive at monthly payments to be made to the Consultant. Payments shall be made based on deployment of resources on the project as per the deployment schedule.

The payment of fee shall be made only in Indian National Rupee (INR). The Consultant shall submit its invoice on the 5th day of each month. All invoices shall contain the following information:

- Project Name and Work Order Number
- Authority GST Number and Consultant's GST Number
- Name of Project Manager
- No. of consultants / personnel deployed along with the attendance for the calendar month
- Total amount of invoice for the consultants / personnel deployed
- Total amount of reimbursement amount with prior approval
- Total amount of applicable statutory taxes and total invoice amount
- Nominated account and copy of all receipts in support of any reimbursable expenses invoiced

The Authority shall pay the fee as per the invoices within fifteen (15) days of the receipt of same from the Consultants.

b. Penalty for delay in deliverables.

i. If the PMC fails to deliver any project deliverables or doesn't perform the required advisory services within the timelines specified in the Contract, BMTC shall, without prejudice to its other remedies under the Contract, deduct a sum equivalent to 0.5% per day per deliverable from the monthly invoice subject to a maximum deduction of 10% of the monthly invoice. Once this maximum is reached, BMTC may consider termination of the Contract.

8. Availability of Key Personnel

The Bidder shall ensure that the Key Personnel as mentioned in the Instructions to Bidder along with other sub-professional personnel are available for the assignment throughout the

term period. Authority will not normally consider any request of the selected bidder for substitution of key personnel during negotiations or during consultancy period. Substitution will, however, be permitted if the key personnel is not available for reasons of any incapacity due to health, subject to equally or better qualified and experienced personnel being provided to the satisfaction of the Authority.

Further, during the consultancy period, if the consultant is replaced apart from any of the reasons mentioned above, onetime penalty of Rs.50000/- will be levied for each such replacement. In case a resource is required to be replaced after approval from the client, the new resource should be so brought in, consultant shall make all necessary arrangements for required knowledge transfer if any, so that the performance is not affected due to such replacement. Further, if there is any uninformed absence of any full time resource at clients premises, then a penalty of Rs.10,000/- will be levied for each week of such absence. However, if in case of an emergency, wherein prior information to the client and approval from client is not practically possible, consultant shall inform about the incidence to the client within one week of such incidence, In such cases, there shall not be any penalty imposed on the consultant.

9. Roles and Responsibilities

9.1 Project Monitoring Consultant

- Å Conduct all monitoring independently and impartially, based solely on the RFP obligations and contractual commitments of the TSP.
- Å Submit all deliverables on schedule and present findings to BMTC's CSM after each monthly and milestone report.
- Å Maintain all monitoring records and working documentation on secure, access-controlled systems; delete all BMTC data within 30 days of contract expiry and provide a deletion certificate.
- Å To provide the entire consultancy period data back up in hard disk before deleting at the end of the contract expiry.
- Å Issue Non-Conformance Notices to BMTC (not to the TSP directly) for all material deviations from RFP obligations, with supporting evidence, risk rating, and recommended action.
- Å Escalate Critical and High-risk NCNs immediately to the CSM, BMTC, outside the regular reporting cycle.
- Å Design and deliver the Capacity Building Programme including all training sessions, manuals, and toolkits.

9.2 BMTC

- Å Provide the PMC team with timely access to all project documentation, TSP deliverables, AFCS cloud dashboards, SMMS reports, payment settlement data, and bank statements required for monitoring.
- Å Provide the Operations Manager (non fare box revenue) with access to all real estate records, title documents, lease deeds, revenue records, and master plans relevant to BMTC's asset portfolio.
- Å Facilitate the PMC's attendance at all FAT, SAT, UAT, pilot, and go-live events; ensure the TSP cooperates fully with the PMC's data and document access requests.
- Å Nominate 3-5 personnel for the Capacity Building Programme and ensure their availability from Month 10 onwards.

- Å Review and respond to PMC deliverables and NCNs within two weeks of receipt; communicate BMTC's decisions on recommended actions to the PMC.
- Å Take appropriate contractual or operational action on the basis of PMC findings ð the PMC's role is advisory, and BMTC retains sole authority to act on or with the TSP.

9.3 Technology Solution Provider (via BMTC)

- Å Cooperate with the PMC team's data access, document review, and site access requests as directed by BMTC.
- Å Respond to monitoring queries raised through BMTC's project management channel within 10 working days.
- Å Submit all required deliverables (FRS, SRS, test reports, training records, etc.) to BMTC and make copies available to the PMC simultaneously.

10. Reporting and Escalation

The PMC shall report to the CSM, BMTC. A designated officer from the IT Division shall serve as the day-to-day Point of Contact. The Monitoring Issue Register shall be shared with BMTC at each monthly meeting.

NCNs shall be categorised by risk level. Critical and High-risk NCNs shall be escalated immediately to the CSM, BMTC, in writing. Medium and Low-risk NCNs shall be included in the monthly report. All NCNs shall remain open in the Monitoring Issue Register until formally closed by BMTC following satisfactory resolution by the TSP.

The Bidder shall conduct planning and review meetings with the Authority and its undertakings and shall submit deliverables &reports

The reports shall be submitted in English in both hard and soft copies. As and when required, the Bidder may be asked to present their report as a presentation

11. Confidentiality and Data Security

- Å All BMTC data accessed during this engagement is the exclusive property of BMTC and shall not be disclosed to any third party, including the Technology Solution Provider.
- Å The PMC team shall comply with the Information Technology Act, 2000 and its 2008 amendment, CERT-In guidelines, and applicable Personal Data Protection principles.
- Å No BMTC data shall be retained by the PMC beyond the contract period; all copies shall be securely deleted within 30 days of contract expiry and a deletion certificate provided to BMTC.
- Å All team members shall execute BMTC's NDA and Data Security Undertaking before commencement. Any breach of confidentiality shall constitute a material breach of the contract and may attract liability under applicable law.

12. Review Process

Bengaluru Metropolitan Transport Corporation, Government of Karnataka shall review the progress of the Bidder and grant necessary approvals during the Contract Period in a timely manner.

13. Agreement

13.1 The successful Bidder shall be required to enter into an Agreement with the Authority in the form and substance as provided by the Authority, within a period of 30 (thirty) days upon issuance of the Letter of Award (LoA) or similar communication of acceptance.

13.2 Failure of the successful Bidder to execute the Agreement within the stipulated timeframe, or to comply with any of the pre-conditions of signing such Agreement as may be specified by the Authority, shall constitute sufficient grounds for the annulment of the award and forfeiture of any Performance Security, as applicable. In such an event, the Authority reserves the right to take any further action it deems appropriate, including but not limited to inviting other Bidders for negotiations or awarding the contract to the next highest ranked Bidder.

Section 5 – Standard Forms

The following standard forms are to be used by Bidders when submitting their proposals:

A. Technical Proposal Submission Form

B. Details of the Bidder

C. Bidderôs reference.

D. Team Composition and Task Assignments

E. Format of Curriculum Vitae of proposed Key Personnel

F. Description of the Methodology and Work Plan

G. Power of Attorney of Authorised Signatory

H. Financial Bid Format

I. Undertaking for Blacklisting

J. Format of Performance Bank Guarantee

K. Draft Service Provider Agreement

L. Statement of Experience in PMC for IT Projects in Transportation Sector

M. Statement of Annual Turnover

Form A – Technical Proposal Submission Form

(To be submitted on the Bidder's letterhead)

[Location, Date]

To:

The Controller of Stores & Purchases

Bengaluru Metropolitan Transport Corporation

Bengaluru

Dear Sir / Madam:

Sub: RfP for Selection of Project Monitoring Consultant for the Comprehensive Smart Ticketing Solution Project.

Ref.: Tender No.

We, the undersigned, offer to provide services for the above in accordance with your Request for Proposal notified in the Karnataka Public Procurement Portal. We are hereby submitting our Proposal which includes this Technical Proposal, and a Financial Proposal on the Karnataka Public Procurement Portal. I/we, having examined all relevant documents and understood their contents, hereby submit our Bid Response

We hereby undertake as follows:

1. All information provided in the Proposal and in the Appendices is true and correct and all documents accompanying such Proposal are true copies of their respective originals.
2. We shall make available to BMTC any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
3. We certify that in the last five years, we or any of our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
4. We have not been blacklisted/barred by the Government of Karnataka or any of its agencies or by the Central/any other State/UT Government or its agencies.
5. We are not involved in any major litigation that may affect or compromise the delivery of service required if we were to be awarded this work.
6. We have examined and have no reservations to the RFP Documents, including any Addendum issued by the Authority.
7. We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP document, in respect of any tender or request for proposal issued by or any Contract entered into with the Authority or any other public sector enterprise or any government, Central or State
8. We do not have any conflict of interest.
9. The Proposal is unconditional.
10. We agree to keep this offer valid for 180 (One Hundred and Eighty) days from the Proposal Due Date specified in the RFP.

11. We hereby declare that the information / documents / certificates submitted by us M/s é é é é é (Name of the Bidder) along with our proposal against this RfP are genuine, and nothing has been concealed. We shall have no objection in case BMTC verifies them from issuing authority(ies). We shall also have no objection in providing the original copy of the document(s), in case the Authority demand so for verification.
12. We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the Bidder, without incurring any liability to the Bidders in accordance with this RFP document.
13. We hereby confirm that in case, any document, information & /or certificate submitted by me found to be incorrect/false/fabricated, the Authority at its discretion may disqualify / reject my bid outrightly and also debar é é é é é (Name of the Bidder) from participating in any future tenders.
14. I, hereby submit a declaration that the bid submitted by the undersigned on behalf of the _____ (Name of the Bidder) shall not be withdrawn or modified during the period of validity or extended period of validity.
15. I, on behalf of the _____ (Name of the Bidder), also accept the fact that in case the bid is withdrawn or modified during the period of its validity / extended validity period or if we fail to sign the contract in case it is awarded to us or we fail to submit and Performance Security before the deadline fixed in the RFP document, then _____ (Name of the Bidder) will be debarred for participation in the tendering process of the procurements of this procurement entity for a period of one year from the date of default.
16. We certify that we are not an entity from a country identified to restrict Bidders from participation in their Government Procurements.
17. I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)ò

If negotiations are held by the Authority, we undertake to attend negotiations. Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations.

We understand you are not bound to accept any Proposal you receive. We remain,

Your Sincerely

Authorised Signatory: _____

Name and Title of Signatory: _____

Name of Bidder: _____

Address: _____

Form B – Details of the Bidder

(On the Letterhead of the Bidder)

S.No	Criteria	Details
a.	Name of Company/LLP/Firm	
b.	Type of Entity	(such as Company / LLP / Partnership, etc.)
c.	Country of Incorporation	
d.	Date of Incorporation and/or Commencement of Business	
e.	Brief description of Company/Firm including details of its main lines of business and proposed roles and responsibilities in this Project	
f.	Registered Office Details	Address: Contact Person: Mobile: Phone: Email:
g.	Branch/Regional Office Details	Address: Contact Person: Mobile: Phone: Email:
h.	Details of the Authorised Signatory for the Tender	Name: Designation: Address: Phone: Email:
i.	Details for individual(s) who will serve as Point of Contact	Name: Designation: Mobile: Phone: Email:
j.	Years of experience in providing consultancy services to Central Government / State Government / Public Sector Undertaking	___ years of experience
k.	Enclosed Form A	Form Enclosed: [] Yes [] No
l.	Enclosed Form B	Form Enclosed: [] Yes [] No Supporting Documents Enclosed: [] Yes [] No
m.	Enclosed Form C	Form Enclosed: [] Yes [] No
n.	Enclosed Form D	Form Enclosed: [] Yes [] No
o.	Enclosed Form E	Form Enclosed: [] Yes [] No
p.	Enclosed Form F	Form Enclosed: [] Yes [] No

q.	Enclosed Form G	Form Enclosed: [] Yes [] No
r.	Enclosed Form I	Form Enclosed: [] Yes [] No
s.	Enclosed Form L	Form Enclosed: [] Yes [] No
t.	Enclosed Form M	Form Enclosed: [] Yes [] No
u.	Any Other document (to be specified)	Form Enclosed: [] Yes [] No

Authorised Signatory: _____
Name and Title of Signatory: _____
Bidder's Name: _____

Form C – Bidder's reference

[Relevant Services carried out in the last 10(ten) years that best illustrate Qualifications]

A. Summary of Experience

TheBiddershallprovideasummaryoftheirworkexperienceinthefollowing format

Note: Bidders should use one row for each assignment submitted for assessment.

A.1 Experience in Financial Assessment:

S. No	Name of Assignment	Name of Authority	Relevant Services AsPer Criteria	Contract Price *(INRin Lakhs)*	Start Date *(Month/Year)*	End Date *(Month, Year)*
1						
2						
3						
4						

B. Details of Experience

Using the format below, provide information on each reference assignment for which your organisation, either as an individual corporate entity or as one of the major companies within an association, was legally contracted. Attach relevant work order / contract / agreement for each reference assignment.

S.No	Particulars	Details
1		
2		
3		
4		

Authorised Signatory: _____

Name and Title of Signatory: _____

Bidder's Name: _____

Note:

1. *The Technical Experience of the parent/ subsidiary/associate entities of the Bidder shall not be considered for assessment of eligibility.*
2. *The Authority shall be free to make enquiries from previous Authorities of the Bidder about the work, conduct, performance, quality of serviceand such other related general enquiriesabouttheBidders.TheBidderwouldhavenoobjectiontotheAuthoritymaking such enquiries from their existing/past Authorities..*
3. *AtleastoneofthefollowingdocumentsissuedbytheAuthorityfortheassignmentshould be submitted as proof for the respective assignment*
    - *WorkOrder*
    - *Contract/ Agreement*
    - *For Transaction advisor/Consultancy Services for PPP projects, the proof of completion such as completion certificate or performance certificate should also be submitted.*
4. *The document submitted should meet all the requirements as per the criteria as per Clause 3.2 and 3.3 of the Data Sheet.*

Form D – Team Composition and Task Assignments

(On Bidder Letterhead)

Note: One resource shall be proposed for only one position; the same resource cannot be proposed for more than one position.

Key Personnel

Location	S.No	Name	Position	Education Qualification	Years of Work Experience	Tasks
BMTC Central Office, K.H Road, Shanthinagar.	1					
	2					
	3					
	4					

Authorised Signatory: _____

Name and Title of Signatory: _____

Bidder's Name: _____

Form E – Format of Curriculum Vitae of proposed Key Personnel

(On Bidder's Letterhead)

Particulars	Details
Name of the Entity	
Name of Staff [Provide full name]	
Proposed Position [Only one candidate to be nominated for each position]	
Total Years of Experience [in years and months]	
Association with the Bidder [Full time / Part time / Contract employee, Since when, Whether association is for this project alone: Yes/No]	
Nationality	
Key Educational Qualifications [Name of School/College/University, Start Date, End Date, Degree Obtained]	
Employment Record [Starting with the present position, list in reverse order every employment held since graduation]	
Key Work Experiences [Brief of key experience relevant to this assignment]	
Proficiency in Languages [Excellent, Good, Fair, Poor for Speaking, Reading, Writing]	

Form F – Description of the Methodology and Work Plan

(Soft copy and Hard copy to be submitted to the Evaluation Committee at the time of the Technical Presentation)

BIDDER'S NAME: _____

The shortlisted Bidders shall make a detailed Technical Presentation on the aspects listed under the evaluation criteria for Approach and Methodology.

The presentation is not required to be submitted at the time of submission of the Technical Proposal on the Karnataka Public Procurement Portal. Shortlisted bidders shall present to the evaluation committee as notified by the Authority.

At least 2 proposed Key Personnel must be present for the technical presentation. It is desirable that all the proposed Key Personnel are present for the technical presentation.

Form G – Power of Attorney of Authorised Signatory

Know all men by these presents, we ..... (Name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorise Mr/Ms (name), ... son/daughter/wife of ..... and presently residing at ....., who is presently employed with us and holding the position of ....., as our true and lawful attorney (hereinafter referred to as the "Authorised Signatory") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for pre-qualification and submission of our bid for Services for the proposed assignment "RfP for Selection of Project Monitoring Consultant for the Comprehensive Smart Ticketing Solution project" by Bengaluru Metropolitan Transport Corporation (BMTC or Authority), Government of Karnatakaincluding but not limited to signing and submission of all applications, bids and other documents and writings, participate in Pre-Proposal Conference and other meetings and providing information/ responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts and undertakings consequent to acceptance of our bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our bid for the said Project and/ or upon award thereof to us.

AND we hereby agree to ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorneyand that all acts, deeds and things done by our said Authorized Signatory in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, ..., THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ..... DAY OF ....., 20....

For

.....

(Signature, name, designation and address)

Witnesses:

1.

2.

(Notarised)

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.
- Wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a board or shareholdersô resolution/

power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

Form H – Financial Bid Format

The financial bid format is only for reference. The Bidders should submit their financial bid only on the e-procurement portal clearly mentioning the lump sum amount for all line items.

S. No	Description	Total Cost (INR in Cr)
1	AFC / AFCS Systems Expert (Team Leader)	
2	Cyber security Expert	
3	FinTech& Digital Payments Expert	
4	Operations Manager (non fare box revenue)	
	GST	
	Total	

The Financial Bid should be inclusive of all applicable taxes, miscellaneous expenses and other costs such as travel, boarding, lodging, etc. that may be incurred during the contract period to deliver the Services as per the Terms of Reference.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Bidder / Firm: _____

Form I – Format for Undertaking of Not Being Blacklisted / Defaulted / Debarred

[on INR 500 Non-Judicial Stamp Paper and Notarised]

To:

Controller of Stores & Purchases,

Bengaluru Metropolitan Transport Corporation

Bengaluru ï 560 027

Sub: Declaration on not being blacklisted / defaulted / barred / bankruptcy / involved in fraudulent transaction

Ref.: Selection of Project Monitoring Consultant for the Comprehensive Ticketing Solution Project

Dear Sir/Madam;

We, the undersigned, do hereby solemnly affirm, declare, and certify on behalf of [Insert Company Name], a company incorporated under the laws of India, that:

1. Neither the Company, nor any of its Directors, Promoters, or any person having control or significant influence over the Company, whether individually or collectively, has ever been blacklisted, debarred, or declared ineligible by any entity of Government of India or any entity of State Government, as on the date of publication of this RFP.

2. The above declarations shall apply with equal force and effect to all predecessor entities, parent or holding companies, subsidiaries, affiliates, and associate companies.

3. We expressly acknowledge that any change in the name, structure, or legal identity of the Company or its affiliates shall not absolve the Company or any of its Directors or Promoters from liability arising from any acts, omissions, defaults, or violations committed within the last ten (10) years.

We understand and agree that any misrepresentation or concealment of facts in this declaration shall constitute a material breach and shall render us liable for disqualification, termination of contract, and/or legal proceedings as applicable.

For [Name of Bidder]

Name: _____

Designation: _____

Place: _____

Date: _____

Form J – Format of Performance Bank Guarantee

[XX.XX.XXXX]

To:

The Controller of Stores & Purchases

BMTC

Bengaluru

WHEREAS ..... (Name of Successful Bidder) hereinafter called "the Successful Bidder" has undertaken, in pursuance of Contract No. ..... Dated ..... 2026 to provide Project Monitoring Consultant services hereinafter called "the Contract"

AND WHEREAS it has been stipulated by you in the said Contract that the Successful Bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Successful Bidder's performance obligations in accordance with the Contract.

AND WHEREAS we, (Name of the Bank) having our registered office at ..... and one of its branches at [insert address of branch at Karnataka] ("Bank") have agreed to give the aforesaid Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Successful Bidder, up to a total of ..... (Amount of the Guarantee in Words and Figures) and we irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the Contract by the said Successful Bidder and unconditionally and irrevocably undertake to pay forthwith to you, upon your first written demand declaring the Successful Bidder to be in default under the Contract and without cavil or argument, any sum or sums within the limit of..... (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein. Any such written demand made by you stating that the Successful Bidder is in default of the due and faithful fulfilment and compliance with the terms and conditions contained in the Contract shall be final, conclusive and binding on the Bank.

1. We, the Bank, further agree that the Authority shall be the sole judge to decide as to whether the Successful Bidder is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the Contract, and the decision of the Authority

that the Successful Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Authority and the Successful Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

2. The Guarantee shall not be affected by any change in the constitution or winding up of the Successful Bidder or the Bank or any absorption, merger or amalgamation of the Successful Bidder or the Bank with any other person.
3. In order to give full effect to this Guarantee, the Authority shall be entitled to treat the Bank as the principal debtor. The Authority shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the Contract or the period for fulfilment and compliance with all or any of the terms and conditions contained in the said Contract by the said Successful Bidder or to postpone for any time and from time to time any of the powers exercisable by it against the said Successful Bidder and either to enforce or forbear from enforcing any of the terms and conditions contained in the said Contract or the securities available to the Authority, and the Bank shall not be released from its liability under these presents by any exercise by the Authority of the liberty with reference to the matters aforesaid or by reason of time being given to the said Successful Bidder or any other forbearance, act or omission on the part of the Authority or any indulgence by the Authority to the said Successful Bidder or by any change in the constitution of the Authority or its absorption, merger or amalgamation with any other person or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of releasing the Bank from its such liability.
4. Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.
5. We undertake to make the payment on receipt of your notice of claim on us addressed to [***] Bank, payable at [***] and delivered at our above branch which shall be deemed to have been duly authorized to receive the said notice of claim.
6. It shall not be necessary for the Authority to proceed against the said Successful Bidder before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Authority may have obtained from the said Successful Bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.
7. We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Authority in writing
8. The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.

For the avoidance of doubt, the Bankôs liability under this Guarantee shall be restricted to INR. [***]. The Bank shall be liable to pay the said amount or any part thereof only if the Authority serves a written claim on the Bank in accordance with paragraph 5 hereof, on or before period stated herein below.

This guarantee is valid until the ..... Day of ..... 20__

Signature and Seal of Guarantors
.....
Date ..... 20__
Address: .....

Form K – Draft Service Provider Agreement

This Service Provider Agreement (hereinafter called the "Agreement") is made on the ____ day of the month of [Month], [year], between, on the one hand, Bengaluru Metropolitan Transport Corporation (hereinafter called the "Authority") and, on the other hand, [name of the consultant] (hereinafter called the "Consultant").

WHEREAS

a. The Authority has invited the Consultant to provide Project Monitoring Consultant services as defined in this Service Provider Agreement (hereinafter called the "SPA");

b. The Consultant, having represented to the Authority that they have the required professional skills, and personnel and technical resources, has agreed to provide the Services on the terms and conditions set forth in this SPA for a sum of Rs. (Rupees Only) (hereinafter called as the "Consultancy Fee");

Intellectual Property:

- All reports, models, analyses, datasets, documents, records, and any other materials or deliverables prepared, developed, compiled, or submitted by the PMC in the course of performing the Services under this Agreement, whether in draft or final form, shall be the sole and exclusive property of BMTC.
- The PMC shall have no claim of ownership, copyright, or any other intellectual property rights over such materials, except to the extent expressly permitted by BMTC in writing. BMTC shall have the unrestricted right to use, reproduce, modify, disclose, distribute, or otherwise utilize such reports, models, data, and documents, in whole or in part, for any purpose related to the Project deemed appropriate by BMTC, without any further reference to or consent from the PMC.
- Upon completion or termination of the Assignment, the PMC shall promptly hand over to BMTC all reports, data, documents, and other materials prepared under this Assignment in both hard copy and editable electronic formats, as may be required by BMTC.

Conflict of Interest:

- The Selected Bidder appointed as the PMC, including its parent company, subsidiaries, affiliates, associates, consortium partners, and any entity under common control or management, shall be ineligible to participate, either directly or indirectly, in the capacity of System Integrator and BMTC Vendor for the implementation of the Project arising out of this Assignment.
- Any violation of this provision shall result in the disqualification of the concerned bidder from the implementation tender process, and BMTC reserves the right to take appropriate action as deemed necessary in accordance with applicable procurement rules and regulations.
- The Consultants shall not engage, and shall cause their Personnel as well as their Sub-consultants and their Personnel not to engage, either directly or indirectly, in any of the following activities:

a. during the term of this Contract, any business or professional activities in GoK which would conflict with the activities assigned to them under this Contract; and
b. after the termination of this Contract, such other activities as may be specified in the SC.

Confidentiality:

The PMC shall maintain strict confidentiality of all project related information and shall not disclose any information without prior written consent of BMTC. Information relating to the evaluation of proposals and recommendations concerning awards shall not be disclosed to the Bidders who submitted the proposals or to other persons not officially concerned with the process until the winning Bidder has been notified that it has been awarded the contract. 44

Dispute Resolution:

1. Amicable Resolution: In the event of any dispute, controversy, or claim arising out of or relating to this RFP, the engagement, or the services provided under any resulting agreement (ñDisputeò), the Parties shall first attempt to resolve the Dispute through good faith negotiations between their respective senior representatives within 30 (thirty) days from the date on which one Party provides written notice of the Dispute to the other Party.
2. Escalation: If the Dispute cannot be resolved through negotiations within the above period, the matter shall be escalated to the Managing Director, BMTC, who shall meet and attempt to resolve the Dispute within 15 (fifteen) days of escalation.
3. Continuity of Services: During the pendency of any Dispute, the PMC shall continue to perform the Services under the Agreement unless otherwise directed by the Authority in writing.
4. Governing Law and Jurisdiction: This RFP and any resulting agreement shall be governed by and construed in accordance with the laws of India, and subject to the arbitration provisions above, the courts of Bengaluru shall have exclusive jurisdiction.

Exit / Termination:

1. Termination by the Authority: The Authority reserves the right to terminate the engagement, in whole or in part, at any time for its convenience, by giving 30 (thirty) daysô written notice to the PMC without assigning any reason. In such event, the PMC shall only be entitled to payment for Services satisfactorily completed and accepted by the Authority up to the effective date of termination. The PMC shall not be entitled to any compensation, claim, or damages on account of such termination.
2. Termination for Default: The Authority may terminate the Agreement with immediate effect or by written notice if the PMC:
   - Å fails to perform the Services in accordance with the terms of the Agreement;
   - Å fails to achieve agreed milestones or deliverables within the prescribed timelines;
   - Å commits any material breach of contract and fails to remedy the breach within 15 (fifteen) days of notice;
   - Å provides false, misleading, or incomplete information during the RFP or engagement process;

- Å becomes insolvent, bankrupt, or subject to liquidation proceedings;
- Å assigns or subcontracts the Services without prior approval of the Authority.

In such cases, the Authority may also forfeit performance security (if applicable) and recover any losses suffered.

3. Termination for Conflict of Interest or Misconduct: The Authority may terminate the Agreement immediately without notice if:
   - Å the PMC is found to have undisclosed conflict of interest;
   - Å the PMC engages in corrupt, fraudulent, collusive, coercive, or unethical practices;
   - Å thePMC violates confidentiality obligations related to the transaction. The Authority may also initiate debarment / blacklisting proceedings in accordance with applicable procurement rules.
4. Termination for Non-Performance: If the PMCôs performance is found to be unsatisfactory, or if the PMC fails to meet key deliverables despite written warnings, the Authority may terminate the Agreement and appoint another PMC at the risk and cost of the defaulting PMC.
5. Exit Management and Handover: Upon termination or expiry of the Agreement, the PMC shall:
   - Å Immediately cease work unless otherwise instructed by the Authority; Åhandover all documents, reports, financial models, datasets, analyses, and transaction materials prepared under the engagement;
   - Å provide reasonable assistance for transition to another PMC or internal team;
   - Å return or securely destroy all confidential information and data belonging to the Authority. All work products created under the engagement shall remain the exclusive property of the Authority.
6. Payment upon Termination: The Authority shall only pay for accepted deliverables completed prior to termination. Any advance payments made for incomplete deliverables may be recovered or adjusted against the performance security or other payments due.

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following conditions and documents in the indicated order of precedence shall be deemed to form and be read and construed as an integral part of this Agreement:
   a. Service Provider Agreement including Conditions of Contract
   b. Letter of Acceptance
   c. Consultant's completed Proposal Forms submitted with the Technical Proposal

2. The mutual rights and obligations of the Authority and the Consultant shall be as set forth in the Agreement, in particular:
   a. The Consultant shall carry out the Services in accordance with the provisions of the Agreement; and

b. The Authority shall make payments to the Consultant in accordance with the provisions of the Agreement.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be signed in their respective names as of the day and year first above written.

For and on Behalf of Bengaluru Metropolitan Transport Corporation By _____ (Signature and Designation of the Authorized Representative of the Authority)	For and on behalf of [Name of Consultant] By _____ (Signature and Designation of the Authorized Representative of the Consultant)

Form L – Statement of Experience in PMC for IT Projects in Transportation Sector

(On the Letterhead of the Bidder)

To,

The Controller of Stores & Purchases, Bengaluru Metropolitan Transport Corporation, Bengaluru ï 560 027.

Sub: Statement of Completed Assignments as Project Monitoring Consultant (PMC) / Project Management Consultant for IT Projects in the Transportation Sector – RfP No.: BMTC/COSP/PMC/2025-26/_____

We, the undersigned, hereby submit the following statement of our completed assignments as Project Monitoring Consultant / Project Management Consultant for IT Projects in the Transportation Sector, in support of our Pre-Qualification and Technical Evaluation under the above-referenced RfP. We confirm that the details below are true and accurate, and are supported by the Work Orders and/or Completion Certificates enclosed herewith.

Table of Completed PMC / Project Management Consultancy Assignments – IT Projects in Transportation Sector

S. No	Name of Project / Assignment	Name and Address of Client	Nature of IT System (e.g., ETS, AFC, ITS, Fleet Mgmt)	Date of Commencement	Date of Completion (Final Deliverable Accepted)	Contract Value (INR Crore) and Supporting Document (WO / CC Enclosed)
1.						
2.						
3.						

Note: Add additional rows as required. For each project listed, enclose the corresponding Work Order and/or Completion Certificate issued by the client.

We hereby certify that the above information is true and correct to the best of our knowledge and belief. We understand that any misrepresentation shall render our Proposal liable to disqualification.

Authorised Signatory: _____ Name and Title: _____

Name of Bidder: _____ Date: _____

Details of Experience

Using the format below, provide information on each reference assignment for which your organisation, either as an individual corporate entity or as one of the major companies within an association, was legally contracted. Attach relevant work order / contract / agreement for each reference assignment.

S No.	Particulars	Details
1	Name of Assignment	
2	Name of Authority	
3	Location of Authority	
4	Authorityôs Sector	
5	Contact Person for Authority	Name: Designation: Phone: E-mail:
6	Start Date of Assignment	
7	End Date of Assignment	
8	Duration of Assignment (for PMU Projects only)	
9	Value of Assignment (Contract Value, Professional Fees, or Payments Received)	
10	Estimated Project Cost / Capital Cost of Project	
11	Objectives of the Assignment	
12	Description of actual services provided for Assignment	
13	Key Personnel / Senior Staff involved in the Assignment	
14	Name and Role of Associated Bidders if any	
15	Brief Description of Results Achieved during Assignment	
16	Proof of Undertaking for Assignment	
17	Proof of Completion for Assignment	

Certification by Authorized Signatory

I/We, the undersigned Authorized Signatory of [Name of Bidder], hereby certify that the information provided in this Form L is true and accurate to the best of my/our knowledge.

Signature of Authorized Signatory

Date and Place: _____

Form M – Statement of Annual Turnover

(On the Letterhead of the Bidder)

To, The Controller of Stores & Purchases, Bengaluru Metropolitan Transport Corporation, Bengaluru ï 560 027.

Sub: Statement of Annual Turnover for Pre-Qualification and Technical Evaluation – RfP No.: BMTC/COSP/PMC/2025-26/_____

We, the undersigned, hereby submit the following statement of our annual turnover from consulting / advisory services for the last three (3) completed financial years. We confirm that the figures below are drawn from our audited financial statements and are duly certified by our Statutory Auditor. Copies of our Audited Financial Statements for FY 2022-23, FY 2023-24, and FY 2024-25 are enclosed herewith.

Annual Turnover from Consulting / Advisory Services

S. No	Financial Year	Annual Turnover from Consulting / Advisory Services (INR Crore)	Total Revenue of the Firm (INR Crore)	Reference (Page No. in Audited Accounts)
1.	FY 2022-23			
2.	FY 2023-24			
3.	FY 2024-25			
	Average Annual Turnover (FY 2022-23 to FY 2024-25)	**INR _____ Crore**		

Technical Evaluation Band (tick applicable):

Ï INR 30 Crore to less than INR 40 Crore ð 3 Marks

Ï INR 40 Crore to INR 80 Crore ð 5 Marks

Ï More than INR 80 Crore ð 10 Marks

We hereby certify that the above information is true and correct. We understand that any misrepresentation shall render our Proposal liable to disqualification.

Authorised Signatory: _____ Name and Title: _____

Name of Bidder: _____ Date: _____

Certification by Statutory Auditor

I/We, the undersigned Statutory Auditor of [Name of Bidder], hereby certify that the annual turnover figures stated in this Form M are true and accurate, and are in conformity with the audited financial statements of [Name of Bidder] for the respective financial years.

Signature of Statutory Auditor: _____ ICAI Membership / Firm Reg. No.: _____

Name of Auditor / Firm: _____ Date and Place: _____

UDIN No.